



GOVERNMENT OF EKITI STATE

MINISTRY OF ENVIRONMENT

EKITI STATE ENVIRONMENTAL PROTECTION & WATERSHED MANAGEMENT AGENCY

(State Environmental Protection Agency-SEPA)

‘Peju Babfemi Building, Secretariat Complex, Ado-Ekiti, Ekiti State, Nigeria

SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT

Reporting Period: April 1 – 31, 2025

*All Communication should be addressed
to the General Manager*

1. Introduction

This report outlines the compliance of the Ekiti State Environmental Protection and Watershed Management Agency with the Service Level Agreement (SLA) for the month of April 2025. It provides a detailed account of service requests received and processed, and measures the timeliness and responsiveness of the Bureau in fulfilling its statutory obligations.

2. Scope of Report

The report covers:

- Nature of services requested
- Channel through which requests were submitted

- Details of requesters (names, email addresses, and phone numbers)
- Dates of request submissions
- Decisions reached (approval or denial)
- Dates of communication of decisions
- Comparison with SLA timeline
- Compliance status

3. SLA Requirement

Per the Ekiti State Environmental Protection and Watershed Management Agency s' SLA, all land-related service requests are to be processed and a decision communicated within **eleven (11) working days**.

4. Service Request Log – April, 2025

[illegible]

5. Compliance Analysis

- **Total Requests Received: 5**
- **Requests Processed Within SLA Timeline: 4**
- **Requests Processed Beyond SLA Timeline: 1**
- **Overall SLA Compliance Rate: 80%**

6. Observations

- The Agency showed commendable efficiency with most service requests resolved within the SLA-mandated timeframe.
- The delay in issuing the Environmental Impact Certificate was due to incomplete documentation by the company.

7. Recommendations

- To enhance operational efficiency and reduce delays in complex service categories such as dispute resolution, it is essential to implement a robust internal tracking mechanism specifically designed for inter-agency dependencies. This mechanism should include clearly defined roles and responsibilities for each agency involved, as well as standardized protocols for communication and collaboration. By incorporating these elements, we can ensure more streamlined coordination, improved accountability, and timely resolution of disputes, ultimately leading to a more effective service delivery process.

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Ministry of Environment

Date: April 28, 2025
